

## AMENDMENT TO THE CLAIMS

This listing of claims will replace all prior versions, and listing, of claims in the application:

Listing of Claims:

1-13. (Canceled)

14. (Original) A method for generating an invoice, comprising:

creating an IML file including a first set of IML tags defined by a document type definition that are used to select data for inclusion in the invoice and a second set of IML tags defined by the document type definition that are used to specify a layout for the invoice including the selected data;

providing the IML file to an invoice generating application which accesses a database of a service provider to collect data according to the first set of tags and which uses the collected data and the second set of tags to generate an invoice output file; and

providing the invoice output file to an output device which uses the invoice output file to generate the invoice.

15. (Original) The method as recited in claim 14, wherein the invoice output file comprises an HTML file.

16. (Original) The method as recited in claim 15, further comprising transmitting the output file via a network to the output device.

17. (Original) The method as recited in claim 16, wherein the output device comprises a hand-held processing device.

18. (Original) The method as recited in claim 16, wherein the output device comprises a personal computer.

19. (Original) The method as recited in claim 14, wherein the invoice output file comprises a printer-control language file.

20. (Original) A system for generating an invoice, comprising:

    a database having stored thereon data associated with a customer service organization;

    an IML file including a first set of IML tags defined by a document type definition that are used to select data for inclusion in the invoice and a second set of IML tags defined by the document type definition that are used to specify a layout for the invoice including the selected data; and

    an invoice generating application which accesses the database to collect data according to the first set of tags and which uses the collected data and the second set of tags to generate an invoice output file.

21. (Original) The system as recited in claim 20, wherein the invoice output file comprises an HTML file.

22. (Original) The system as recited in claim 20, wherein the invoice output file comprises a printer-control language file.